

Frequently Asked Questions (FAQs)

1. How do I login to VPN?

If you are with OCTO, please click the link below for login instruction.

<https://octo.dc.gov/publication/octo-vpn>

If you are **not** with OCTO and have a valid DC Government email address please click the below link.

<https://octo.dc.gov/publication/enterprise-vpn>

If you are an external user and do not have a valid DC Government email address, then please click the link below.

<https://octo.dc.gov/publication/partner-vpn>

2. What Operating Systems and browsers are compatible with VPN?

For Windows

OS – Windows 7 or later


Browser - Internet Explorer, Firefox, and Chrome

For Mac

OS – 10.6 or later

Browser – Safari and Chrome

3. When trying to log on to VPN, I am getting the following message

 **Your computer's security is unsatisfactory**

Your computer does not meet the following security requirements. Please follow the instructions below to fix these problems. When you are done click **Try again**.

1. Anti_Virus

Instructions:

The District of Columbia Government IT security policy requires that all connecting computers must have an antivirus program installed. The antivirus program must have the latest virus definition file and real-time protection enabled. If your computer meets the requirements but still receive out of compliance message, please click the link below to check if your antivirus program is supported.

Windows antivirus products
<http://octo.dc.gov/publication/Windows-Supported-AVs>

Apple antivirus products
<http://octo.dc.gov/publication/Apple-Supported-AVs>

If you have questions or concerns, please send an email to vpnhelpdesk@dc.gov and include below REASONS message

Reasons: McAfee VirusScan Enterprise 8.8.0.1247 does not comply with policy. Compliance requires real time protection enabled.

Please check if your antivirus product is supported by clicking the links below.



Windows antivirus products

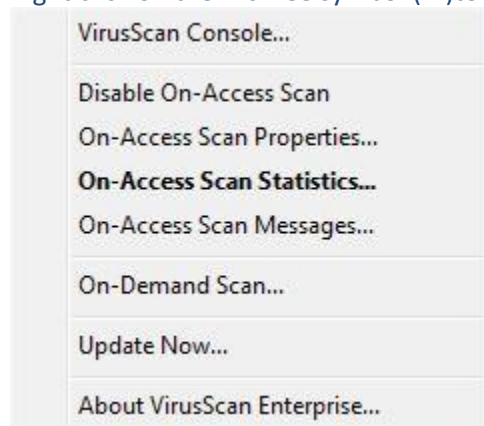
<http://octo.dc.gov/publication/Windows-Supported-AVs>

Apple antivirus products

<http://octo.dc.gov/publication/Apple-Supported-AVs>



If you have DC Government issued laptop, please do the following to update your antivirus.

- Location McAfee symbol () in system tray in the lower right corner next to the time.
- Right click on the McAfee symbol () to bring up options below.



- Click **UPDATE NOW** and allow update to run.
- Restart computer

If you have the latest version of McAfee, 8.8, then please perform the following:

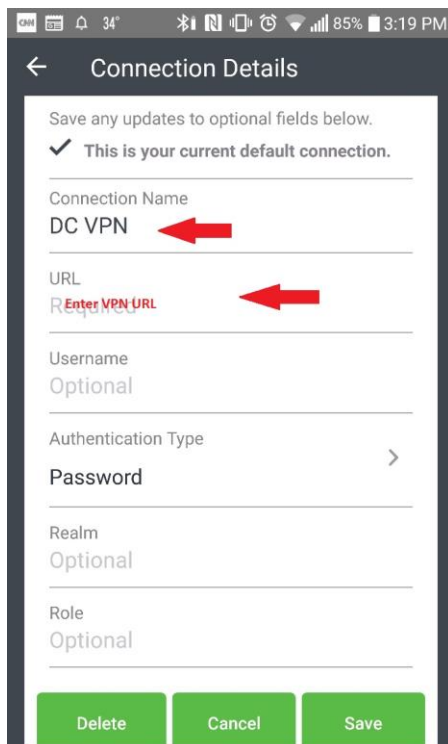
1. Location McAfee symbol () in system tray in the lower right corner next to the time.
2. Right click on the McAfee symbol () to bring up options below.



3. Click **UPDATE SECURITY** and allow update to run.
4. Restart computer

4. Can I login to VPN using mobile devices?

Yes, you can login using iPhone, iPad, and Android devices. Please download and install Pulse Secure client from App store or Google Play store. Please enter DC VPN for connection name and your VPN sign-in URL as shown below.





5. Will the VPN Helpdesk provide assistance for troubleshooting on my personal / home machine?

OCTO's VPN HelpDesk and ITServUS can only assist in desktop troubleshooting for District-assigned laptops or tablets.

6. I am getting the following error message when trying to connect to a remote computer. 'The local policy of this system does not permit you to logon interactively'.

The local policy on the remote computer has changed and it is preventing you to connect. Please contact your IT staff to modify the local policy on the remote computer so that you can logon interactively.

7. I am connected to VPN. How do I connect to my office computer remotely?

To configure your computer for remote desktop, please contact your IT helpdesk since this may require a local administrator privilege.

Please call NOC at 202-724-2028 or send an email to vpnhelpdesk@dc.gov for VPN related issues.